



**FAUQUIER COUNTY  
DEPARTMENTAL BALANCED SCORECARD  
Commissioner of the Revenue**

***Balance Quality Services with Fiscal Integrity***

**Customer Perspective**

- Provide quality taxpayer service while upholding the Constitution or Virginia and the laws of the Commonwealth.
- Provide timely and accurate information regarding state income tax filing.

**Financial Perspective**

- Produce in a timely manner, accurate Real Estate and Personal Property Tax Books and Business License Assessments
- Provide accurate information for revenue estimates.

**Internal Process Perspective**

- Develop program for converting specific tax records from paper to electronic form.

**Learning and Growth Perspective**

- Participate in the county's mentoring program.
- Participate in training opportunities provided to the staff.

***Manage Growth in a Manner which Protects our Agriculture,  
Environment, Quality of Life, and Historic Resources***

<p style="text-align: center;"><b><u>Customer Perspective</u></b></p> <ul style="list-style-type: none"> <li>• Assist citizens by working with Department of Taxation to implement expanded state services.</li> <li>• Provide staff member in the hall during busy season to streamline customers processes.</li> <li>• Provide specific DMV services to public.</li> </ul>	<p style="text-align: center;"><b><u>Financial Perspective</u></b></p> <ul style="list-style-type: none"> <li>• Continue to closely monitor Land Use and Relief for the Elderly &amp; Disabled programs so that only qualified applicants are participants.</li> </ul>
<p style="text-align: center;"><b><u>Internal Process Perspective</u></b></p> <ul style="list-style-type: none"> <li>• Integrate tax assessment records with the New Land Records System.</li> </ul>	<p style="text-align: center;"><b><u>Learning and Growth Perspective</u></b></p> <ul style="list-style-type: none"> <li>• Provide training in the various tax programs.</li> <li>• Participate in the computer system User Groups.</li> </ul>
<p style="text-align: center;"><b><i>Conduct County Government Openly</i></b></p>	
<p style="text-align: center;"><b><u>Customer Perspective</u></b></p> <ul style="list-style-type: none"> <li>• Provide interactive forms on departmental web site for taxpayer assistance.</li> <li>• Advertise important due dates/deadlines on line.</li> <li>• Provide certain applications on departmental web site.</li> </ul>	<p style="text-align: center;"><b><u>Financial Perspective</u></b></p> <ul style="list-style-type: none"> <li>•</li> </ul>
<p style="text-align: center;"><b><u>Internal Process Perspective</u></b></p> <ul style="list-style-type: none"> <li>• Ensure that staff is versed in the FOIA requirements.</li> <li>• Maintain department subsidiary scorecard.</li> </ul>	<p style="text-align: center;"><b><u>Learning and Growth Perspective</u></b></p>